

Accessing Member Resources for Wisconsin Medicaid and BadgerCare Plus Information

Brown Bag Lunch Series
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Agenda

- Navigating the ForwardHealth Portal
- Member resources on the Portal
- Member resources on the Department of Health Services (DHS) website
- County consortia
- Member contact information

Overview

- Learn how to navigate to specific Wisconsin Medicaid health-related benefits as well as to other non-health-related benefits that can be found on the Portal and the DHS website.
- Learn how to direct your patients to these important resources by becoming more familiar with these resources through this navigational training experience.

Navigating the ForwardHealth Portal

The Back button on the browser tool bar is ineffective for navigating through the Portal; instead, do the following:

- Select the Go Back link, when available.
- Click one of the links on the “breadcrumb” trail as illustrated below.

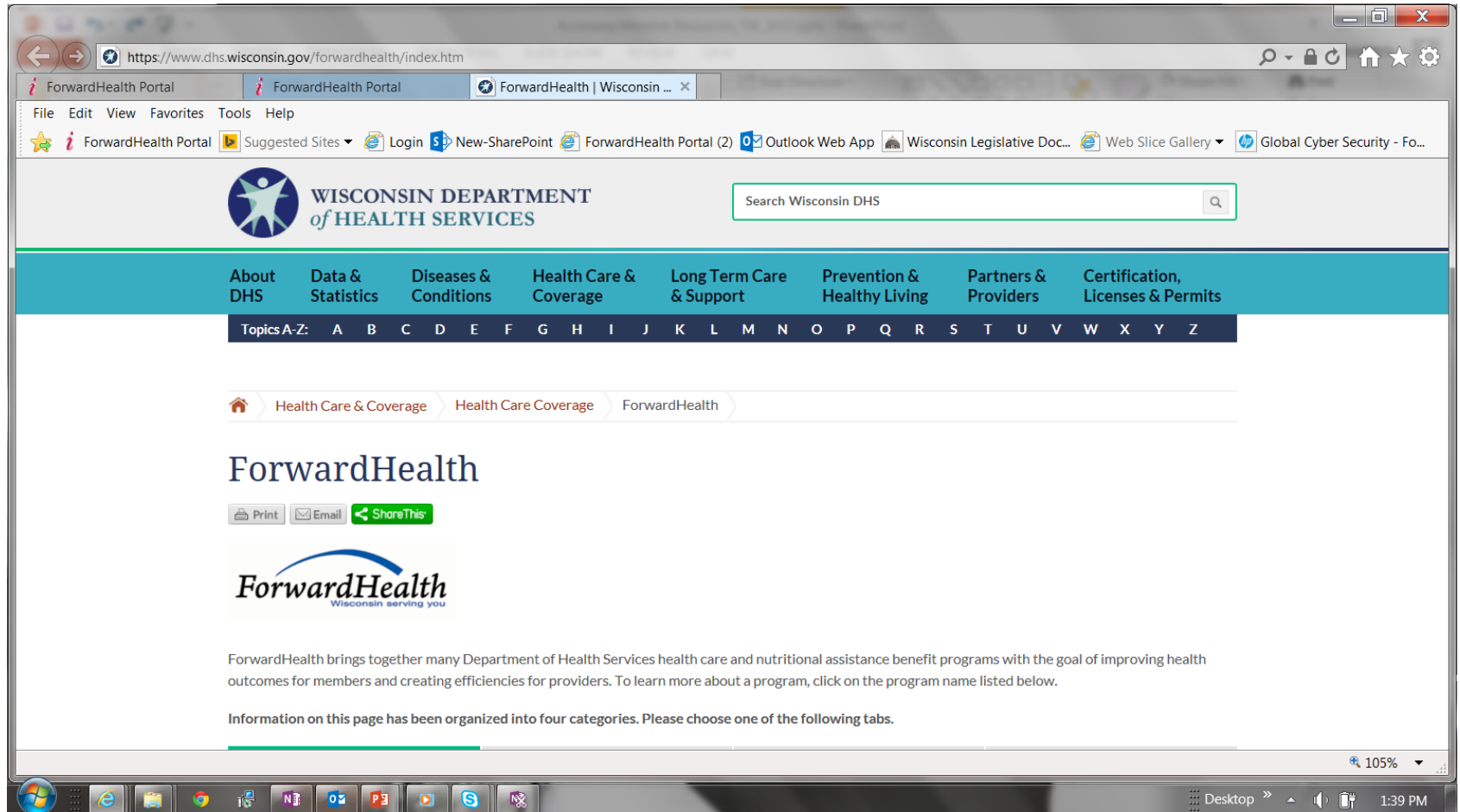
Health Care & Coverage > Health Care Coverage > Medicaid >
BadgerCare Plus > Customer Help — Member Updates

- Click the ForwardHealth logo to return to the Portal home page.

Member Resources on the Portal

- Links to member benefits and other resources can be accessed directly from the Portal home page. These resources from the Portal may directly link to the DHS website.
- The Members icon links directly to the DHS website where members can find health benefit information through Wisconsin Medicaid, BadgerCare Plus, and non-health-related programs.
- In the Members quick links box, the following links are available:
 - Member Information.
 - Find a Provider.
 - Member Contacts.

Member Resources on the Department of Health Services Website



County Consortia

- A consortium is made up of a group of county income maintenance (IM) agencies that review a member's application and determine a member's enrollment for any of the Wisconsin Medicaid and BadgerCare Plus health benefits and non-health benefits.
- Members can find the contact information of all the county consortia by going to the How to Apply — Income Maintenance (IM) Agencies page of the DHS website at www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm.

Member Contact Information

- ForwardHealth Portal at www.forwardhealth.wi.gov/
- Member Services at **800-362-3002**
- Member Enrollment at ACCESS.wi.gov
- Managed Care Ombudsmen **800-760-0001**

Thank You
